## MEDICAL RECORDS UNIT Authorized Release of Protected Health Information (PHI) Fee Schedule

Requestor	Fee
Department of Behavioral Health (DBH) Client or Client's Personal	\$0.25 per
Representative	page
A DBH client or his/her Personal Representative is entitled to	
one free copy of requested records Cost for a summary report	
provided by a DBH Psychiatrist is also 0.25 per page	
Subpoena (delivered) Attorney, Insurance Companies and other third-	\$17.59
party requests.	
Authorized by the client	
Civil Subpoena (on-site review)	\$15.00
Medical records, billing records and/or both	
Criminal Subpoena (DBH does not provide records)	Not
	Applicable
Appeal regarding eligibility for a public benefit program, such as Medi-Cal	No Charge
or Social Security disability benefits	
Clients, former clients or their personal representatives are entitled to one free	
copy of the relevant portion of the client's record necessary to support an appeal	
for benefits.	
Notice of Adverse Benefit Determination (NOABD)	No Charge
Clients are entitled to a free copy related to the decision making of the issuance	
of a Notice of Adverse Benefit Determination (NOABD) for every NOABD issued	
to the client.	

## **Processing Responsibility**

If requested Protected Health Information is within a chart located at a clinic, the request is to be submitted directly to clinic staff for processing. If requested PHI is within a closed chart, contact DBH's Medical Records Unit at (909) 421-9350 for processing. A valid Authorization to Release Protected Health Information must be obtained, as well as proper payment and an invoice as applicable.

You may reference County Ordinance Schedule of Fees Section *16 0203 B Behavioral Health or visit* <a href="https://wp.sbcounty.gov/dbh/">https://wp.sbcounty.gov/dbh/</a> for the following DBH policies/procedures:

- Medical Records Security Policy for Outpatient Services (COM0904)
- Authorization to Release Protected Health Information (PHI) Policy (COM0912)
- Authorization to Release Protected Health Information (PHI) Procedure (COM0912 1)
- Access and Amendment of Medical Records Policy (COM0931)
- Access and Amendment of Medical Records Procedure (COM0931-1)

For more information, call **(909) 421-9350** (TTY users dial 7-1-1) or email DBH MedicalRecords@dbh.sbcounty.gov.

If you speak another language, language assistance services are available free of charge by dialing (888) 743-1478. TTY users dial 711. DBH complies with applicable federal, civil rights laws and does not discriminate based on race, color, national origin, sex, gender identity, age, disability, or the inability to speak English (LEP).